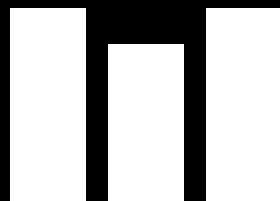


# Elevate Property Group



## Homeowners Guide

**Version 2 February 2023**

The developer of your new home is Trent Bridge Quays Ltd which uses the trading name 'Elevate Property Group' under licence from Elevate Property Group Limited. Whilst Trent Bridge Quays Ltd is a company within the Elevate Property Group, Elevate Property Group Limited is not involved in the development of your new home and Elevate Property Group Limited offer no warranty or guarantee in respect of it. Any reference in this document to Elevate Property Group (or in any other literature relating to the development of your new home) means Trent Bridge Quays Ltd.



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### Scan here

On this page you will find a library of useful instructional videos and other relevant information in order to get the best experience from your new home.



# Introduction to your new home

## Congratulations on purchasing your new home developed by Elevate Property Group\*

- To help you get the full benefit from your home, we have compiled this Homeowners Guide that will:
- Give you information and advice on getting the best from your newly-constructed home.
- What is and isn't covered under your Elevate Property Group two-year warranty.
- Provide details on the aftercare process.
- The ongoing maintenance required, what to expect with a new building, and what recommended actions you should take.
- Information on how to activate your appliance warranties.
- Contains key building certification that you should keep safe.
- Useful tips and links to operating your new property.

Please keep this guide and the certificates somewhere safe within your new home, you will need these certificates should you decide to sell or rent your home in the future.

It may be prudent to scan all the certificates and retain an electronic version as a backup for future reference.

You will also find additional information on our website [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice) including 'how to video's' that can help you to troubleshoot common issues you may be experiencing, a selection of operating manuals, frequently asked questions, warranty information, and other information, including an electronic version of this Homeowner's Guide.

**On this development, we have employed an external managing agent company.**

It is the managing agent company's role to manage and maintain communal and shared spaces (outside of each individual property), including the building fabric, primary services, access, and security.

More information on this can be found within the Managing Agent section of this Guide.

You will also receive a guide directly from the Managing Agent that covers their responsibility in more detail together with information on the service charge for this development.

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# Aftercare service

## Reporting Issues

If the issue(s) relate to the communal areas, car park, door entrance system, lifts or any other area outside the demise of your property, please contact the managing agent direct – contact details are provided in the ‘Managing Your Development’ section of this guide.

If you are a tenant, please first refer to the ‘Important Information Relating to the Aftercare Process’ before proceeding to Step One below.

Elevate Property Group are committed to providing the highest level of service and quality so that you have everything you need to get settled into your new home, such as understanding your warranty, the rectification of defects and your defects period.

Your property comes with a two-year warranty as standard and covers any unforeseen or emerging ‘defects’ to your property – a guide to what is classed as a defect – and covered under your two-year warranty – is included in warranties section of this guide.

## After Care/Resolution process

**Step One** - Please refer to the website [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice) to establish if any of the ‘how to video’s/manuals or any other information on this site can help in the identification and rectification of the issue.

**Step Two** - If it’s a defect or issue relating to kitchen appliances - assuming you have completed the appliance warranty process as instructed - refer to the warranty section of this guide and contact the manufacturer directly. Elevate Property Group cannot resolve any kitchen appliance issues, it is the homeowners/landlords’ responsibility to register the warranty for these appliances.

**Step Three** – Use the ‘Warranty Term Guide’ (included in this Homeowners guide) to determine if the issue is covered by the Elevate Property Group Warranty.

**Step Four** – Once you are satisfied your issue is covered under the warranty complete and submit the ‘Reporting an Issue’ form on the website [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice) or use the quick link QR code to access the form directly. Once your issue is reported you will receive an automated confirmation email prior to us making direct contact to address and resolve any issue you may be experiencing.

Please be aware that it is Elevate Property Group company policy to only manage, address and resolve issues that have been reported via the ‘Reporting an Issue’ form, found online and via the QR code below. This applies to homeowners, landlords, tenants, and agents.

Scan here  
to report an issue



# Aftercare service

## Important Information relating to the aftercare process

Elevate Property Group will endeavour to resolve any issues prior to arranging an actual home visit. However, for transparency, please be aware that should any home visit be requested or required to diagnose the problem, and the issue reported is not a defect, Elevate Property Group reserve the right to charge a minimum call-out assessment fee of **£250 per visit – note this does not cover or count towards any subsequent cost of the rectification works.**

We operate a zero-tolerance policy towards aggression, verbal, or physical abuse. No member of our staff or contractors should be subjected to violent, threatening, and abusive behaviour.

If homeowners/landlords or tenants are found to be in breach of this policy, we reserve the right to refuse to organise, undertake, complete, and pay for any outstanding and future rectification works.

**If a payment for a call out fee on a property is outstanding for more than two weeks Elevate Property Group reserve the right to suspend any further call outs and support on that property until the balance is cleared.**

**In some circumstances Elevate Property Group reserve the right to request advance payment prior to attending a call out.**

Owners are reminded they should always follow manufacturers recommendations including regular maintenance and servicing of appliances such as boilers, hot water cylinder, ventilation heat recovery systems, MVHR System (where applicable), alarms and central heating systems.

Should any electrical or mechanical items be altered in any way by a third party, the warranty on these items could be null and void.

## Landlords/Tenants

For tenants who are renting, it is important to note that it remains your landlord’s responsibility to maintain the property. Elevate Property Group are not responsible for the ongoing maintenance of the property including furniture assembly, changing light bulbs, or dealing with preventable blockages in toilets and sinks.

It is the landlord’s responsibility to register the appliances warranties and ensure all other important information relating to the operation and maintenance of the property is passed to the letting agent/tenant.

If a Landlord/Landlord Agent is satisfied that there is a defect that needs resolution, this can be reported to Elevate Property Group using the step-by-step guide.

Landlords should be aware that if a tenant misses a pre-arranged visit or does not allow entry into the property an abortive call out charge of £250 will be payable.

It remains the Landlords/Landlord Agent’s responsibility to co-ordinate works and access arrangements with the tenant.

Tenants please be aware that any call out assessment fee for a non-defect will be payable. Do not assume that your landlord will pay this, and we strongly recommend you discuss this call out assessment fee with your landlord in advance.

If there is an issue within the property and the tenant does not notify the landlord/landlord agent or Elevate Property Group within a reasonable time, and subsequently further damage is caused to both the property and neighbouring properties, Elevate Property Group will not be liable for any costs associated with emergency repairs or call out, investigation works and subsequent rectification works. Furthermore, the landlord could be liable for any damage and associated costs and in such circumstances will have to make a claim on their landlord’s insurance.

For the avoidance of doubt, Elevate Property Group aftercare services do not include furniture assembly, repairs, cleaning, fitting blinds, or curtains, changing light bulbs, replacing lost keys or general maintenance.



# Warranties

## 10 Year Structural Defect Warranty

To safeguard your new home, Elevate Property Group have purchased a Build-Zone 10 Year structural warranty for this development, that is backed by an 'A' Rated insurer.

This gives buyers the comfort that their home has not only been designed and built-in accordance with current building regulations but also to the standards of Build-Zone.

At the end of construction Build-Zone issues a certificate of insurance, a copy of this can be found in the Homeowners Guide folder, please retain and keep this certificate safe for your records.

The 'New Home Warranty Guide' produced by Build-Zone can be found at [www.build-zone.com/home-buyers](http://www.build-zone.com/home-buyers) and contains further information on the warranty.

Should you require any further information you can contact Build-Zone at [www.homebuyer@build-zone.com](mailto:www.homebuyer@build-zone.com) or alternatively call 0345 230 9873

## Appliance Warranties

Many of the integrated kitchen appliances in your new home are covered by a manufacturer's warranty.

Your paper operating manuals and warranty registration cards are normally left within the appliances, alternatively they will be left in one of the kitchen drawers/cupboards.

You must register your kitchen appliances to activate your two-year warranty using the contact details below. Please make sure you have your appliance serial numbers to hand – these can be found on your appliances. Once you have activated the warranty should you experience any problems, please call the customer priority lines:

An electronic version of the kitchen appliances can also be found on [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice)

Indesit/Hotpoint appliances  
**T:03448 937 382\***  
For further information, please visit [indesitservice.co.uk](http://indesitservice.co.uk) [hotpointservice.co.uk](http://hotpointservice.co.uk)

Bosch appliances  
**T:03448 928 979\***  
For further information, please visit [bosch-home.co.uk/customer-service/repair-service](http://bosch-home.co.uk/customer-service/repair-service)

Please note on limited properties alternative appliances may have been fitted. Information on the alternative appliances and warranty/registration documents will be left within your new home. Please note it remains the homeowner's responsibility to register the warranty.

**Elevate Property Group cannot be held liable for any repair or replacement of kitchen appliances if the manufacturer's warranty has not been completed.**





# Elevate Property Group

## two year warranty

The warranty guide below provides details and examples as to what is and is not a defect covered under your two-year Elevate Property Group warranty, please note that your sales contract will provide details as to when your warranty (rectification period) cover commences.

It is important to familiarise yourself with this guide prior to reporting an issue via the 'Report an Issue' form.

Any modification, adaption or change to your home (both internal and external) as designed and constructed, including fixtures and fittings could possibly invalidate your warranty. It is always important to check prior to making any changes.

Item	What's the issue?	What should I do?	Covered?
<b>Appliances</b>	Appliances failure and/or damage	It is your responsibility to register the warranty for your appliances. If you do not register your appliances, you will not have a warranty and you will be responsible for the cost of a repair or replacement. To register you can go to the website of the appliance manufacturer. Note you will need your serial numbers to hand. These can be found within the appliances themselves. For more information refer to the aftercare and warranty section of the homeowner's guide.	✗
<b>Blockages/ Drainage (Major)</b>	Major leaking within home or outside drainage, problem with water threatening or entering.	Complete and submit the Report an Issue Form found online. Out of Hours, if possible, isolate the cause of the leak/blockage and if required contract emergency plumber. Note if the cause is due to occupier actions or misuse you may not be reimbursed for any out of hours fees/charges.	✓
<b>Blockages/ Drainage (Minor)</b>	Minor Leak that can be contained	Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Blockages/Slow Draining of Water in Shower and Sinks</b>	Water not draining quickly in showers and pooling in shower tray/likewise in sinks.	In shower trays please check that the filter/drain is clear from hair and debris as this can cause slow draining. Do not dispose of fats and oils in kitchen sink or wash hand basins. In bathroom wash hand basins hair and other cleaning products can cause blockages and prevent free flowing drainage. Please ensure that these are clean and free of hair and build up of chemicals. Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse—as outlined above—any costs will be charged back to the occupier.	✗

Item	What's the issue?	What should I do?	Covered?
<b>Blockages and Toilets</b>	Overflowing, slow draining	Wet wipes, face wipes, nappies, floor wipes etc should not be flushed down the WC. Any costs incurred because of blockages due to misuse will be charged to the occupier. Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse—as outlined above—any costs will be charged back to the occupier.	✗
<b>Brickwork (External)</b>	Cracks to the bricks/ mortar less than 15mm	Minor cracking as results of shrinkage is perfectly normal in a new home it is not necessary to report this to us.	✗
<b>Brickwork (External)</b>	Cracks to the bricks mortar more than 15mm	If the diameter is greater than 15mm complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Brickwork (External)</b>	Serious movement, cracks, or complete failure	Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Central Heating (Gas fired Boiler)</b>	Central heating failure (gas central heating in townhouses)	Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or failure to maintain or service the system or misuse you may be charged. Please note you should be prepared to provide evidence of maintenance or servicing.	✓
<b>Central Heating (Gas fired Boiler)</b>	Central Heating—Unsure how to operate controls	Please refer to your heating control manual or user guide. If you still need assistance in how to operate your central heating, please complete and submit the Report an Issue Form found online.	✓
<b>Chips and Scratches</b>	Damage to Sanitary ware, worktops, hobs, tiled floors and walls, windows, and glass	Refer to your moving in inspection certificate. If not specifically listed these are your responsibility.	✗
<b>Condensation</b>	Condensation forming between the glass and panes themselves (i.e. within the glazed unit)	This could be a manufacturing defect and may need investigation—complete the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓

Item	What's the issue?	What should I do?	Covered?
<b>Condensation</b>	Condensation forming on the glass panes within the room (that can be removed by wiping)	This is a normal occurrence as your new home dries out. Please refer to the Home-owners Guide for guidelines on how to reduce condensation through effective ventilation.	✗
<b>Cracks to Ceilings, dry lining, wood joints and paintwork</b>	Less than 3mm in diameter	Minor cracking because of shrinkage is perfectly normal in a new home. It is not necessary to report this.	✗
<b>Cracks to Ceilings, drylining, wood joints and paintwork</b>	More than 3mm in diameter after 6 months from legal completion	You should allow your home to 'settle in' for the first 6 months. If you are experiencing cracks after this period, then please complete and submit the Report an Issue Form found online.	✓
<b>Cracks to Ceilings, dry lining, wood joints and paintwork</b>	Paintwork	Some variation in colour and finish is normal and can be checked using natural daylight standing in the centre of the room.	✗
<b>Decoration</b>	Nail or screw pops 6nr or more in a single room, after 6 months of legal completion	You should allow time for your new home to 'settle in' for the first 6months. If you are experiencing nail or screw pops after this period complete and submit the Report an Issue Form found online.	✓
<b>Decoration</b>	Scuff marks, stains on walls/skirting and painted surfaces generally	Refer to your moving in inspection certificate. If not specifically listed these are your responsibility.	✗
<b>Doors (External and Internal)</b>	Cannot be locked or difficult to lock, warped and/or need adjusting to be able to close	Submit and complete the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Doors (Ironmongery/ Door Closers)</b>	Door closer malfunction, ironmongery failure	Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Door entry system (internal)</b>	Malfunction	Complete and submit the Report an Issue Form found online.	✓

Item	What's the issue?	What should I do?	Covered?
<b>Electrical</b>	Complete Power Failure	Check consumer unit has not tripped. Complete and submit the Report an Issue Form found online.	✓
<b>Electrical</b>	Sockets and Plugs not working or issues with the consumer unit	Check consumer unit has not tripped. Complete and submit the Report an Issue Form found online.	✓
<b>Electrical</b>	Damage to fittings, bulbs, blown bulbs and spotlights that need replacing	Your responsibility within the apartment demise. Note where spotlights are a sealed unit, to comply with fire regulations, these need to be replaced using a qualified electrician.	✗
<b>Electrical</b>	Appliances not working (Fridge Freezer, Dishwasher, Cooker, Hob)	Please ensure that the isolator for each appliance is switched on. These are located on the splashback of the kitchen. Check that the consumer unit has not tripped. Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged. Please refer to Item 1 re appliance warranty.	✗
<b>Extractor Fans</b>	Not working	Check consumer unit has not tripped. Complete and submit Report an Issue Form found online.	✓
<b>Fencing</b>	Loose panels or posts	Your responsibility, unless these have not been installed correctly in which case complete and submit Report an Issue Form found online to arrange an inspection. Note if the cause is due to occupier actions or misuse you may be charged.	✗

Item	What's the issue?	What should I do?	Covered?
<b>Flooring</b>	Damage to flooring, carpet, LVT or ceramic floor tiles	Refer to your moving in inspection certificate. If not specifically noted at the time of handover these are your responsibility.	✗
<b>Flooring</b>	LVT Flooring Lifting/ Curling	Complete and submit Report an Issue Form found online. Please refer to the regular maintenance guide contained within the Homeowners Guide. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Garage Door</b>	Locks, cables and opening action	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Garden</b>	Rear gardens – within 3 metres of home	Waterlogging due to weather conditions is normal. If you encounter severe waterlogging within 3metres of your home, complete and submit Report an Issue Form found online to arrange an inspection. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Garden</b>	Rear gardens – over 3 metres from your home	Waterlogging due to weather conditions is normal and over 3 Meters from your home will not be covered by your warranty.	✗
<b>Garden</b>	Lawns and Shrubs	It is your responsibility to maintain your garden and contents.	✗
<b>Garden</b>	Paths and Paving Slabs	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions, alteration, or modification, misuse you may be charged.	✓
<b>Gas</b>	Leak, smell gas	You must immediately contact the National Gas Emergency Service 0800 111 999.	N/A

Item	What's the issue?	What should I do?	Covered?
<b>Grout and Silicone sealant</b>	Cracks and sealant gaps during the six months of occupation	Refer to your moving in inspection certificate. If not specifically noted at the time handover these are your responsibility as part of ongoing routine maintenance.	✗
<b>Guttering and Downpipes</b>	Broken	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Guttering and Downpipes</b>	Blocked	It is your responsibility to keep your gutters free from leaves, debris, etc (if the blockage is caused by leaves, debris, etc you may be charged)	✗
<b>Kitchen units</b>	Damage, Scratches	Refer to your handover form. If not specifically listed these are your responsibility.	✗
<b>Kitchen Units</b>	Worktop damage	For faulty laminate or stone complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged. Any other damage to work surfaces are your responsibility.	✓
<b>Leaks</b>	Pipework, joints, and seal – major leak that cannot be contained	It is important to isolate the water at the mains to avoid any preventable damage – please familiarise yourself with the water isolation valve location. If the leak cannot be contained, please contact an emergency plumber to stop the leak as soon as possible. Subsequently complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Leaks</b>	Pipework, joints and seals leak that can be contained/slow constant dripping	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓

Item	What's the issue?	What should I do?	Covered?
<b>Leaks</b>	Shower head leak, minor leak/dribbling	Check all connections are tight and shower head is firmly connected into the pipe. Complete and submit Report an Issue Form found online.	✓
<b>Mould</b>	Build-up of mould on internal walls, window reveals, ceilings	It is important to keep your home well ventilated. If you have an MVHR unit this needs to be kept on avoiding the build-up of moisture and ventilate the property. If your property is empty, you must leave the MVHR operational. In townhouses keep windows open to increase air circulation and use trickle vents or alternatively keep windows on the latch to maintain an element of ventilation around the property.	✗
<b>Roof</b>	Slipped Tiles, damaged roof covering	Please be aware that any weather-related damage is not covered under the warranty. You should ensure you have adequate building insurance. If not caused by weather related issues, please complete, and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Roof</b>	Roof flashing, leaking or loose	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Sanitary ware</b>	Damaged or cracked	Refer to your moving in inspection certificate. If not specifically listed these are your responsibility.	✗
<b>Shower</b>	Not working	If shower is electric, then check your consumer unit has not tripped. Refer to Item 1 and make sure you have registered the warranty for the electric shower. Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✗

Item	What's the issue?	What should I do?	Covered?
<b>Shower</b>	Leaking, temperature issues, operational issues	Please refer to the operational manual and Homeowners Guide for maintenance. Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Shower Door/ screen</b>	Leaking, or not aligned	Note if it's over 6 months from legal completion this is your responsibility. Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>TV</b>	Not connected or poor reception	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	N/A
<b>Windows</b>	Need adjusting to be able to close	Refer to your moving in inspection certificate. If not specifically noted at the time handover these are your responsibility as part of ongoing routine maintenance.	✗
<b>Windows</b>	Unit Failure	Complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Windows</b>	Mark, scuffs, scratches	Refer to your moving in inspection certificate. If not specifically listed these are your responsibility.	✗
<b>Woodwork</b>	More than 3mm in diameter after 6 months from legal completion	You should allow your home to settle in for the first six months. If you are experiencing cracks after this period complete and submit Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓





# Managing your development

If your new home is on a development where shared or communal facilities are included, ongoing management and maintenance of these facilities will be required.

This may apply to development's that include apartments with shared areas and services and to townhouses or homes with communal parking bays or courtyards.

Management and maintenance arrangements are usually required if your home is leasehold, as these properties often have some communal areas.

Examples of these shared areas, or services are:

- Communal grounds, gardens
- Cleaning Services, for windows and shared hallways, lobbies
- Communal heating and lighting
- Private roadways, communal drives, parking
- Lifts
- Storage areas
- Private drainage services
- Bin stores, meter rooms
- Security features, CCTV, Main Door Entry System
- Building safety systems, fire alarm, smoke vents

To deal with these issues we appoint a managing agent. This company is a specialist firm experienced in managing residential developments and are fully conversant with all the current legislation that governs them.

On this development we have appointed:

**Centrick**  
C: Lee Asquith  
E: lee.asquith@centrick.co.uk  
T: 03330 124 125

The agent is responsible for all the obligations set out in the property leases and transfers and acts on behalf of the residents. Also, in most cases the management agent will be responsible will be responsible for the collection of the appropriate management fees by way of service charges.

The managing agents responsibilities can include:

- Enforcing covenants where appropriate
- Holding service charge contributions in secure an designated accounts
- Arranging for certified annual accounts to be circulated after each service year charge
- Arranging and agreeing routine and planned maintenance
- Keeping communal areas clean and tidy
- Dealing with central building systems, CCTV, fire alarms, etc
- Dealing with replacement entrance fobs and keys

**The managing agent will normally display important and relevant information relating to all issues included under their responsibilities on a notice board normally located within or close to the entrance or lobby.**

If you are unhappy with any of the services being provided at any time, you should call the managing agent and they will deal with the problem for you. The appointment of an agent means residents are free to enjoy their new homes, reassured that all issues are being dealt with professionally.

‘We work with like-minded teams of individuals to ensure our developments are defined by quality and consistently delivered with professionalism.’

Celebrating 10 years and 1,000 homes milestone.



**Scan here**

On this page you will find a library of useful instructional videos and other relevant information in order to get the best experience from your new home.

Please retain this guide in the property for future use.